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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/700,133	11/03/2003	Robert Sesek	200308637-1	3692
22879	7590	06/27/2007	EXAMINER	
HEWLETT PACKARD COMPANY P O BOX 272400, 3404 E. HARMONY ROAD INTELLECTUAL PROPERTY ADMINISTRATION FORT COLLINS, CO 80527-2400			MANIWANG, JOSEPH R	
		ART UNIT	PAPER NUMBER	
		2144		
		MAIL DATE	DELIVERY MODE	
		06/27/2007	PAPER	

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	10/700,133	SESEK ET AL.	
	Examiner	Art Unit	
	Joseph R. Maniwang	2144	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 03 November 2003.
 2a) This action is FINAL. 2b) This action is non-final.
 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-31 is/are pending in the application.
 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
 5) Claim(s) _____ is/are allowed.
 6) Claim(s) 1-31 is/are rejected.
 7) Claim(s) _____ is/are objected to.
 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
 10) The drawing(s) filed on 03 November 2003 is/are: a) accepted or b) objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date, _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Claim Rejections - 35 USC § 102

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2. Claims 1-31 are rejected under 35 U.S.C. 102(e) as being anticipated by Deshpande et al. (U.S. Pat. No. 7,149,936), hereinafter referred to as Deshpande.
3. Regarding claims 1, 15, and 23, Deshpande disclosed a method and system comprising collecting device data relevant to diagnosing or fixing a problem encountered by a user of a device (see column 5, lines 5-22, 59-63; column 7, lines 27-41); collecting user input regarding the encountered problem (see column 5, lines 5-22, 59-63; column 7, lines 27-41); and generating a customized problem report that describes the problem and that includes the collected device data (see column 9, lines 44-51).
4. Regarding claim 2, Deshpande disclosed the method and system wherein collecting device data comprises collecting data pertaining to an imaging device with which the user has encountered the problem (see column 5, lines 13-16).

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5. Regarding claims 3, 18, and 24, Deshpande disclosed the method and system wherein collecting device data comprises collecting one or more of a device model, a device serial number, a year the device was manufactured a firmware version that the device is running, a configuration of a device, settings currently selected for device operation, an IP address of the device, a MAC address of the device, a current page count for the device, a type of media the device is using, and a physical location of the device (see column 3, lines 36-42).

6. Regarding claim 4, Deshpande disclosed the method and system wherein collecting user input comprises collecting user input at the device (see column 5, lines 31-34).

7. Regarding claims 5, 20, and 31, Deshpande disclosed the method and system wherein collecting user input comprises collecting user input at a separate user computing device that received the collected device data from the device with which the problem was encountered (see column 6, lines 11-17).

8. Regarding claims 6 and 25, Deshpande disclosed the method and system wherein collecting user input comprises at least one of receiving answers to questions presented to the user and comments regarding the encountered problem that are provided by the user (see column 6, line 54 through column 7, line 12).

9. Regarding claims 7 and 19, Deshpande disclosed the method and system wherein collecting the answers or comments comprises recording spoken answers or comments of the user with a microphone of the device (see column 7, lines 27-41).

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10. Regarding claims 8, 21, and 26, Deshpande disclosed the method and system wherein collecting user input comprises scanning a printed document that the user has provided for scanning to the device (see column 1, lines 12-15; column 4, lines 39-55).

11. Regarding claim 9, Deshpande disclosed the method and system wherein generating a customized problem report comprises generating a customized problem report on the device (see column 9, lines 51-60).

12. Regarding claim 10, Deshpande disclosed the method and system wherein generating a customized problem report comprises generating a customized problem report on a separate computing device that received the collected device data from the device with which the problem was encountered (see column 12, lines 55-67).

13. Regarding claims 11, 16, and 27, Deshpande disclosed the method and system further comprising detecting a device error and querying the user as to whether to create a customized problem report (see column 3, lines 36-42; column 10, lines 2-39).

14. Regarding claims 12, 17, and 28, Deshpande disclosed the method and system further comprising receiving a problem indication from a user that was input with a user interface of the device (see column 5, lines 5-22, 59-63; column 7, lines 27-41; column 10, lines 2-7).

15. Regarding claims 13, 22, and 29, Deshpande disclosed the method and system further comprising sending the customized problem report to another device (see column 12, lines 55-67).

16. Regarding claim 14, Deshpande disclosed the method and system further comprising sending the collected device data to another device for purposes of

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generating the customized problem report on that other device (see column 12, lines 55-67).

17. Regarding claim 30, Deshpande disclosed a method and system comprising logic configured to receive information transmitted from a device with which a user encountered a problem (see column 5, lines 5-22, 59-63; column 7, lines 27-41); logic configured to generate a customized problem report that is relevant to the encountered problem (see column 9, lines 44-51); and logic configured to send the customized problem report to another device (see column 12, lines 55-67).

Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Desai (U.S. Pat. App. Pub. 2004/0252348)

Kim (U.S. Pat. App. Pub. 2004/0105116)

Stringham (U.S. Pat. App. Pub. 2003/0214657)

Carling et al. (U.S. Pat. App. Pub. 2003/0128991)

McIntyre (U.S. Pat. App. Pub. 2003/0112452)

Teres (U.S. Pat. App. Pub. 2003/0020942)

Goddard et al. (U.S. Pat. No. 6,622,266)

Terry et al. (U.S. Pat. No. 6,772,633)

Tanimoto (U.S. Pat. No. 6,885,469)

Bernklau-Halvor (U.S. Pat. No. 6,782,495)

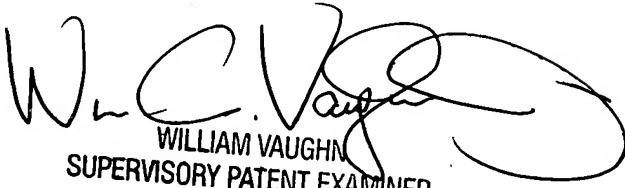
Balluff (U.S. Pat. No. 6,757,849)

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Joseph R. Maniwang whose telephone number is (571) 272-3928. The examiner can normally be reached on Mon-Fri 8:00-4:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, William C. Vaughn can be reached on (571) 272-3922. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

JM


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